

Enterprise_NXT (Enterprise_NXT) Provider FAQ

General Information

Q: How can I contact Provider Services?

A: You can reach Enterprise_NXT Provider Services at 1-800-368-2312 for assistance with claims, prior authorizations, and other provider-related inquiries.

Q: Where can I find the Provider Manual?

A: The Provider Manual is available on the Enterprise_NXT website under the Provider section. It includes comprehensive information about policies, procedures, and guidelines.

Claims and Billing

Q: How do I submit a claim?

A: Claims can be submitted electronically through the Enterprise_NXT Electronic Data Interchange (EDI) or by mail. Details on the submission process include:

- **Electronic Submission:** Use the EDI system for faster processing. Ensure all necessary fields are completed accurately.
- **Mail Submission:** Send the completed claim forms to the specified Enterprise_NXT claims address.

Q: What is the status of my submitted claim?

A: You can check the status of a claim by logging into the Provider Portal on the Enterprise_NXT website or by contacting Provider Services.

Q: What should I do if a claim is denied?

A: If a claim is denied, review the denial reason provided. You can submit an appeal or request a reconsideration through the Provider Portal or by contacting Provider Services.

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Prior Authorization

Q: How do I request prior authorization for a service?

A: Prior authorization requests can be submitted through the Enterprise_NXT Provider Portal. The steps

include:

- Completing the appropriate prior authorization form.
- Submitting the form electronically via the Provider Portal or faxing it to the designated number.
- Awaiting confirmation or further instructions from Enterprise_NXT.

Q: What services require prior authorization?

A: Services typically requiring prior authorization include, but are not limited to:

- Inpatient hospital stays.
- Certain outpatient surgeries.
- Advanced imaging (e.g., MRI, CT scans).
- Specialty medications.
- Durable medical equipment.

Network and Credentialing

Q: How do I join the Enterprise_NXT provider network?

A: To join the Enterprise_NXT provider network, complete the credentialing process which includes:

- Filling out the credentialing application form.
- Providing necessary documentation (e.g., licenses, certifications).
- Submitting the application for review.

Q: How do I update my provider information?

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A: Providers can update their information by logging into the Provider Portal or contacting Provider Services directly.

Q: How do I maintain my credentialing status?

A: Providers must regularly update their credentials and comply with Enterprise_NXT policies. Notifications

for renewals or additional requirements will be sent through the Provider Portal.

Resources and Support

Q: Where can I find provider forms?

A: Provider forms, including claims, prior authorization, and credentialing forms, are available on the Enterprise_NXT website under the Provider Resources section. Common forms include:

- Claim forms.
- Prior authorization forms.
- Credentialing application forms.

Q: What support is available for electronic transactions?

A: Enterprise_NXT offers support for electronic transactions such as:

- **Claims Submission:** Guidelines for using the EDI system.
- **Eligibility Verification:** Tools to verify patient eligibility and benefits.
- **Technical Support:** Contact information for EDI technical support.

COVID-19

Q: What coverage information is available related to COVID-19?

A: Enterprise_NXT provides comprehensive coverage for COVID-19 related services, including:

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- **Testing:** Coverage for FDA-authorized COVID-19 tests.
- **Vaccination:** COVID-19 vaccines are covered with no out-of-pocket cost for members.
- **Treatment:** COVID-19 treatment is covered under the same terms as other illnesses.

Q: What changes occurred due to the end of the Public Health Emergency?

A: As of May 11, 2023:

- Over-the-counter COVID home tests are no longer covered.
- COVID-related services were covered at 100% until July 31, 2023.
- After August 1, 2023, COVID vaccines, in-office and telehealth visits, and lab testing follow the benefit plan cost shares.

Q: How can members receive at-home COVID-19 tests?

A: Members can receive at-home COVID-19 test kits authorized by the FDA at no cost. They can order these kits through the Enterprise_NXT website or member services.

Q: Are COVID-19 vaccines covered?

A: Yes, Enterprise_NXT members have no out-of-pocket costs for COVID-19 vaccines.

Q: How is COVID-19 treatment covered?

A: COVID-19 treatment is covered like other illnesses, according to the plan's details, including hospital stays, medications, and follow-up care.